LICENSE APPLICATION DOCUMENT

Application for Extension of Hours of Operation

Premises: Rola Wala

Address: 75 Deansgate, Manchester, M32BW

Applicant: Mark Wright on behalf of Epic Restaurants LTD T/A Rola Wala

Date: 2nd November, 2023

To: Manchester City Council

Dear Sir/Madam,

I am writing to formally request an extension of the hours of operation for our restaurant located at 75 Deansgate, Manchester. As part of the planning application process, I aim to provide a comprehensive overview of how the proposed extension will not adversely affect neighbouring amenity and will comply with all relevant licensing laws and regulations.

1. Door Supervisors We commit to employing only individuals licensed by the Security Industry Authority (SIA) to undertake security activities on the premises. These activities include guarding against unauthorised access, outbreaks of disorder, and damage as outlined in the Private Security Industry Act 2001.

2. Supply of Alcohol a) We hold a valid premises licence permitting late night refreshment and sale by retail of alcohol until 4am Thursday-Sunday. b) We will ensure that no supply of alcohol is made when there is no designated premises supervisor or when the designated premises supervisor does not hold a valid personal license.

3. Age Verification We will adopt and enforce a rigorous age verification policy, requiring individuals who appear to be under 18 years of age to produce valid identification before being served alcohol. This policy will include checks for holographic marks or ultraviolet features.

4. Permitted Price We will ensure that no alcohol is sold for a price lower than the permitted price, in accordance with the Alcoholic Liquor Duties Act 1979 and the Value Added Tax Act 1994.

5. Responsible Alcohol Service We will not engage in irresponsible promotions to encourage alcohol consumption and will provide free

potable water on request to customers. Additionally, we will follow specific measures for the sale of alcoholic drinks.

6. Late-Night Operations To minimize disturbance to the neighbourhood, we will strictly manage outdoor seating areas and ensure that noise levels and customer behaviour do not disturb the public. In particular, outdoor seating will be removed from 11pm, as per our premises licence.

7. Staff Training All staff will receive ongoing training on safety procedures, responsible alcohol service, and emergency response protocols.

8. Anti-Social Behaviour Clear and visible policies against anti-social behaviour will be implemented and communicated to staff and customers through signage and notices, as well as through the implementation of our Duty of Care policy, submitted as part of our premises licence.

9. Patron Management The quick service restaurant is designed to have up to 35 indoor seats, with indoor space prioritising the flow of customer traffic in and out of the restaurant for take-away food. Due to the limited seating and QSR format we do not anticipate patrons being in the restaurant for long, and the duty manager will be present to regulate the number of patrons on the premises to prevent overcrowding and maintain a safe environment.

10. First Aid We will maintain well-equipped first-aid kits on-site and have trained staff capable of providing basic first aid when needed.

11. Emergency Procedures Clear emergency procedures will be developed and communicated to staff, covering incident response and premises evacuation.

12. Compliance with Licensing Laws We will regularly review and adhere to all relevant licensing laws and regulations.

13. Waste Management Waste will be kept inside a locked external waste cabinet. Waste delivery hours are between 07:30-20:00 Monday to Saturday, 10:00-18:00 Sunday and Bank Holidays as per our current planning application.

14. Noise and Vibration An Electrostatic Precipitator (ESP) in a kitchen extract is a very efficient means for separating the particulate phase; operating efficiency when clean can be as high as 98% at particle sizes down to 0.01 micron. The ESP does not present a high-pressure loss (175PA approx. dependent on air flow). This gives a specific advantage in that most standard Kitchen extractor fans will not have the capability of overcoming this small differential. This is

particularly advantageous when it is considered that if the pressure loss were high, larger noisier fans would probably be necessary resulting in potential noise pollution.

We commit to ensuring that no noise or vibration will give rise to a nuisance, including those caused by Kitchen Extraction equipment, as per our current planning approval. Our entertainment noise assessment shows that the predicted noise levels at the NSR, due to background music and patron noise breakout, are significantly below the background noise level in all octave frequency bands. This is compliant with the requirements of condition 8 of the Decision Notice document and is classed as 'NOEL' (No Observed Effect Level) when assessed with the NPSE and NPPF.

15. External Cleanliness Regular cleaning and maintenance of the premises' surroundings will be carried out to prevent litter and disturbances.

16. Delivery of Alcohol Alcohol deliveries will adhere to strict guidelines, including the requirement for a valid postcode and direct delivery to the property.

17. Off-Premises Sales Sales of alcohol for off-premises consumption will only be allowed as part of a takeaway meal.

18. Challenge 25 Policy All third-party delivery drivers engaged in the delivery of alcohol will be trained in the Challenge 25 policy.

19. Glass Bottles No glass bottles will be moved or deposited outside between 22:30 and 07:30.

20. Refusals Record A refusals record will be kept to document all refusals to sell alcohol.

21. Identification Notice A written notice of authority will be kept at the premises for all staff who sell alcohol.

22. Additional Staff Training In addition to other training, all staff will be trained to prevent underage sales, proxy sales, maintain the refusals log, and enter sales correctly on the tills.

We believe that implementing these measures and policies will ensure that our extended hours of operation do not adversely affect the neighbouring amenity and will comply with all relevant laws and regulations. We are operating on a street with adjacencies (Wok to Walk, Subway, KFC) operating up to 4am Saturday and Sunday mornings to service the late-night trade that exists in the area and is critical to the profitability of our small business. As a company, we are committed to working closely with Manchester City Council and other relevant

authorities to ensure the responsible and lawful operation of our restaurant and will continue to adhere to any requirements from time to time.

We are open to any additional requirements or suggestions from the council and look forward to collaborating to address any concerns. Our goal is to contribute positively to the local community and provide a safe and enjoyable dining experience for our patrons.

Thank you for considering our application. We are at your disposal for any additional information or clarification as needed.

Sincerely,

Mark Wright

Director,

Epic Restaurants Ltd.